



**PROVIDER REPORT
FOR**

**M.O. Life, Inc.
43 Daniel Street
Fairhaven, MA 02719**

Version

Public Provider Report

**Prepared by the Department of Developmental Services
OFFICE OF QUALITY ENHANCEMENT**

SUMMARY OF OVERALL FINDINGS

Provider	M.O. Life, Inc.
Review Dates	4/25/2024 - 5/1/2024
Service Enhancement Meeting Date	5/14/2024
Survey Team	Katherine Gregory Michael Marchese Scott Nolan (TL)
Citizen Volunteers	

Survey scope and findings for Residential and Individual Home Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Residential and Individual Home Supports	1 location(s) 2 audit (s)	Full Review	72/75 2 Year License 05/14/2024 - 05/14/2026		24 / 26 Certified 05/14/2024 - 05/14/2026
Residential Services	1 location(s) 2 audit (s)			Full Review	18 / 20
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

Survey scope and findings for Employment and Day Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Employment and Day Supports	2 location(s) 13 audit (s)	Full Review	50/60 2 Year License 05/14/2024 - 05/14/2026		39 / 42 Certified 05/14/2024 - 05/14/2026
Community Based Day Services	1 location(s) 7 audit (s)			Full Review	14 / 15
Employment Support Services	1 location(s) 6 audit (s)			Full Review	19 / 21
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

EXECUTIVE SUMMARY :

Murphy and Others Living Interdependently for Future Endeavors (M.O. L.I.F.E.) is a private, non-profit human service agency incorporated in 1995 serving individuals with intellectual and developmental disabilities in the Greater New Bedford area.

The scope of this survey conducted by the Office of Quality Enhancement (OQE) included a full review of all licensing and certification indicators for 24-hour Residential Supports, Community Based Day Service (CBDS) and Employment Supports, including the organizational indicators and any new or strengthened licensing indicators that came into effect since the last full review. The agency also provides pre-employment transition and medical transportation services. The agency has operated a food pantry for over 23 years serving the Greater New Bedford community.

Organizationally, the agency had a system in place that ensured the hiring of qualified staff and ensured that all staff have completed the required trainings such as fire safety, human rights, and mandated reporting. The agency was also found to take immediate action on any reports of abuse and neglect.

Staff shared mutually respectful relationships with individuals across all services. Within residential services, several positive practices were noted in licensing. The home was clean, well maintained, and had the required inspections. Individuals were supported to maintain good health, all routine exams were current and appointments with specialists such as podiatry, physical therapy, and neurology were kept. Staff were knowledgeable and trained in health care management protocols for seizure and dysphagia. A nurse was available to monitor medication orders, follow-up with hospitalization/Urgent care visits and assist with preventative care. Medication was administered in accordance with physician orders by MAP certified staff. Individuals were supported to have nutritious meals. One individual was knowledgeable of his specialized diet which included organic meals, nutritional supplements, and maintaining a healthy lifestyle. The individual would let staff know when he needed more organic foods which were kept in a separate refrigerator.

In certification, individuals talked with their families on a regular basis and were supported to visit them. Individuals were offered one on one time with staff to choose activities of their choice such as going to their favorite restaurant, shopping, or events of personal interests. Two individuals had varied personal interests such as gardening, advocacy, and gaming. Individuals were not offered opportunities with staff support to develop connections with a broader group of people who share similar interests to develop potential friendships. Individuals were supported to participate in social and cultural events of their choosing as well.

Within licensing for community-based day services (CBDS), the location was clean, and all inspections were current. An ongoing strength of the agency was staff effectiveness in supporting the implementation of ISP goals that included objectives such as increasing social skills, building relationships with peers, using community resources, and participating in community activities.

In certification, weekly schedules were developed based on people's interests such as bowling, accessing the local recreation center or accessing walking trails which were done in small groups. Individuals who avoided group activities for personal reasons were offered one-to-one outing of their choice while also learning coping strategies to interact with others or being around larger crowds in public space.

Within employment services' licensing domains, all six individuals reviewed for employment were competitively employed in the community in a variety of jobs such as cashiers or assisting customers at self-checkout in retail stores, dietary aide at the hospital and positions carved out with the employer to complete specific job tasks. Emergency back-up plans were in place and individuals knew who to contact in case of an emergency.

In Certification, The agency has built relationships with local businesses that offer different employment settings. Individuals were also supported to participate and be a part of their workplace culture. The results has led to long term employment for individuals in employment services.

The review of the licensing indicators identified areas that required additional attention from the agency. Within the organizational indicators, the Human Rights Committee (HRC) had been ineffective over the past year, the committee did not have members with the required expertise such as the attorney or clinician and inconsistent attendance by its members. Within residential services, the agency needs to strengthen the information presented in the Charges for Care letter when including wages for employment and entitlements from all sources when calculating the 75% charge for room and board. The agency is encouraged to develop a system of how it will calculate wages such as quarterly or bi-annually to determine if a re-adjustment to charges for care is needed.

Within CBDS and employment services, at the location the hot water should be maintained within 110 to 120 degrees and required hand railings need to be in place in front to egress ramp to meet the accessibility needs of the individuals attending the program. Staff need to be trained in special diets and money management training plans need to be in place when the agency has shared or delegated money management responsibility. Individuals need to be assessed or were identified in the individual assistive technology assessment to increase their independence; the agency should support individuals to explore assistive technology options.

Based on the findings from this survey, the agency met 96% of all licensing indicators in Residential Services and has received a Two-Year License for residential services The agency met 92% of all Certification indicators. Employment and Day Supports met 83% of all licensing indicators in and has received a Two-Year License for Employment and Day Supports services. The agency met 93% of all Certification indicators. The DDS Southeast Office of Quality Enhancement will conduct a follow-up reviews for all licensing indicators in day services within 60 days of the SEM meeting.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	6/7	1/7	
Residential and Individual Home Supports	66/68	2/68	
Residential Services			
Critical Indicators	8/8	0/8	
Total	72/75	3/75	96%
2 Year License			
# indicators for 60 Day Follow-up		3	

	Met / Rated	Not Met / Rated	% Met
Organizational	7/8	1/8	
Employment and Day Supports	43/52	9/52	
Community Based Day Services Employment Support Services			
Critical Indicators	8/8	0/8	
Total	50/60	10/60	83%
2 Year License			
# indicators for 60 Day Follow-up		10	

Organizational Areas Needing Improvement on Standards not met/Follow-up to occur:

Indicator #	Indicator	Area Needing Improvement
L48	The agency has an effective Human Rights Committee.	The agency's Human Rights Committee lacked requisite expertise members from 4/2022-2/2024, including a legal expert and a clinician. One DPPC complaint and a restrictive practice at the CBDS program was not reviewed by the Human Rights Committee. and the committee's meeting minutes did not reflect discussions that occurred, or recommendations made. The agency needs to ensure that their Human Rights Committee consists of members with requisite expertise, and that the committee is reviewing required materials.

Residential Areas Needing Improvement on Standards not met/Follow-up to occur:

Indicator #	Indicator	Area Needing Improvement
L67	There is a written plan in place accompanied by a training plan when the agency has shared or delegated money management responsibility.	For one individual a training plan was not in place for shared money management. The agency needs to ensure a written plan is in place when the agency has shared or delegated money management responsibility.
L70	Charges for care are calculated appropriately.	A review of the charges for care letter for one individual was not appropriately calculated based on monthly earnings, while the second letter did not include all the individual's entitlements to reflect the monthly room and board fee. The agency needs to ensure charges for care are calculated appropriately.

Employment/Day Areas Needing Improvement on Standards not met/Follow-up to occur:

Indicator #	Indicator	Area Needing Improvement
L9 (07/21)	Individuals are able to utilize equipment and machinery safely.	Six of 12 individuals had not been assessed to determine their ability to safely utilize the location's appliances/equipment. The agency needs to ensure that all individuals have been assessed to determine their ability to utilize equipment and machinery safely.
L15	Hot water temperature tests between 110 and 120 degrees (as of 1/2014).	The tested water temperature at two locations were below 100 degrees. The agency needs to ensure that water temperatures test between 110 and 120 degrees.
L16	The location is adapted and accessible to the needs of the individuals.	The location's ramped front egress did not have the required hand railings. The agency needs to ensure that all locations are adapted and accessible to the needs of individuals.
L39	Special dietary requirements are followed.	Staff had not been trained on one individual's special dietary requirements. Th agency needs to ensure that special dietary requirements are being followed.
L56	Restrictive practices intended for one individual that affect all individuals served at a location need to have a written rationale that is reviewed as required and have provisions so as not to unduly restrict the rights of others.	Two individuals' restrictive practices were either lacking all required components and/or had not been reviewed by the agency's Human Rights Committee. The agency needs to ensure that all restrictive practices have a written rationale that is reviewed as required and, if appropriate, have provisions to mitigate their impact on the rights of others.

Employment/Day Areas Needing Improvement on Standards not met/Follow-up to occur:

Indicator #	Indicator	Area Needing Improvement
L64	Medication treatment plans are reviewed by the required groups.	The Medication Treatment Plan which included an antipsychotic medication that the agency administered was not included in the ISP process for notification to the area office to pursue the required Rogers Guardianship.
L67	There is a written plan in place accompanied by a training plan when the agency has shared or delegated money management responsibility.	For one individual a money management training plan was not in place as recommended by the ISP team. The agency needs to ensure a training plan is in place when the agency has shared or delegated money management responsibility.
L91	Incidents are reported and reviewed as mandated by regulation.	One incident report was submitted to HCSIS outside of the required 3-day timeline. The agency needs to ensure that all incidents are reported and reviewed as mandated by regulation.
L94 (05/22)	Individuals have assistive technology to maximize independence.	Four of twelve individuals either had not been assessed or had been assessed identifying areas of need where assistive technology could potentially enhance their independence. None were making use of any assistive technology, and there were no plans in place to help them to explore assistive technology options.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports	18/20	2/20	
Residential Services	18/20	2/20	
Total	24/26	2/26	92%
Certified			

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	33/36	3/36	
Community Based Day Services	14/15	1/15	
Employment Support Services	19/21	2/21	
Total	39/42	3/42	93%
Certified			

Residential Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C7	Individuals have opportunities to provide feedback at the time of hire / time of the match and on an ongoing basis on the performance/actions of staff / care providers that support them.	A process was not in place to solicit individuals feedback on staff as part of the performance evaluation or documentation of staff interviews at time of hire. The agency needs to ensure individuals have opportunities to provide feedback on staff performance or at time of hire.
C9	Staff (Home Providers) act as bridge builders and provide opportunities to develop, and/or increase personal relationships and social contacts.	Two individuals had different interests in areas such as gardening, advocacy and gaming. Staff need to support individuals to develop new realtionships with people who share similar interests.

Community Based Day Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C7	Individuals have opportunities to provide feedback at the time of hire / time of the match and on an ongoing basis on the performance/actions of staff / care providers that support them.	A process was not in place to solicit individuals feedback on staff as part of the performance evaluation or documentation of staff interviews at time of hire. The agency needs to ensure individuals have opportunities to provide feedback on staff performance or at time of hire.
C7	Individuals have opportunities to provide feedback at the time of hire / time of the match and on an ongoing basis on the performance/actions of staff / care providers that support them.	A process was not in place to solicit individuals feedback on staff as part of the performance evaluation or documentation of staff interviews at time of hire. The agency needs to ensure individuals have opportunities to provide feedback on staff performance or at time of hire.
C26	Career planning includes an analysis of how an individual's entitlements can be managed in a way that allows them to work successfully in the community.	The agency had no process in place for analyzing how all five individuals' entitlements can be managed so that they are not negatively impacted by their community employment. The agency needs to provide individuals and families / guardians with income analysis and information on how individuals' earned income can be managed to avoid the loss of benefits.

MASTER SCORE SHEET LICENSURE

Organizational: M.O. Life, Inc.

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
☐ L2	Abuse/neglect reporting	2/2	Met
L3	Immediate Action	1/1	Met
L48	HRC	0/1	Not Met(0 %)
L74	Screen employees	1/1	Met
L75	Qualified staff	4/4	Met
L76	Track trainings	6/7	Met(85.71 %)
L83	HR training	7/7	Met
L92 (07/21)	Licensed Sub-locations (e/d).	1/1	Met

Residential and Individual Home Supports:

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L1	Abuse/neglect training	I	2/2						2/2	Met
L5	Safety Plan	L	1/1						1/1	Met
℞ L6	Evacuation	L	1/1						1/1	Met
L7	Fire Drills	L	1/1						1/1	Met
L8	Emergency Fact Sheets	I	2/2						2/2	Met
L9 (07/21)	Safe use of equipment	I	2/2						2/2	Met
L10	Reduce risk interventions	I	1/1						1/1	Met
℞ L11	Required inspections	L	1/1						1/1	Met
℞ L12	Smoke detectors	L	1/1						1/1	Met
℞ L13	Clean location	L	1/1						1/1	Met
L14	Site in good repair	L	1/1						1/1	Met
L15	Hot water	L	1/1						1/1	Met
L16	Accessibility	L	1/1						1/1	Met
L17	Egress at grade	L	1/1						1/1	Met
L18	Above grade egress	L	1/1						1/1	Met

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L19	Bedroom location	L	1/1						1/1	Met
L20	Exit doors	L	1/1						1/1	Met
L21	Safe electrical equipment	L	1/1						1/1	Met
L22	Well-maintained appliances	L	1/1						1/1	Met
L23	Egress door locks	L	1/1						1/1	Met
L24	Locked door access	L	1/1						1/1	Met
L25	Dangerous substances	L	1/1						1/1	Met
L26	Walkway safety	L	1/1						1/1	Met
L28	Flammables	L	1/1						1/1	Met
L29	Rubbish/combustibles	L	1/1						1/1	Met
L30	Protective railings	L	1/1						1/1	Met
L31	Communication method	I	2/2						2/2	Met
L32	Verbal & written	I	2/2						2/2	Met
L33	Physical exam	I	2/2						2/2	Met
L34	Dental exam	I	2/2						2/2	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L35	Preventive screenings	I	2/2						2/2	Met
L36	Recommended tests	I	2/2						2/2	Met
L37	Prompt treatment	I	2/2						2/2	Met
℞ L38	Physician's orders	I	2/2						2/2	Met
L39	Dietary requirements	I	1/1						1/1	Met
L40	Nutritional food	L	1/1						1/1	Met
L41	Healthy diet	L	1/1						1/1	Met
L42	Physical activity	L	1/1						1/1	Met
L43	Health Care Record	I	2/2						2/2	Met
L44	MAP registration	L	1/1						1/1	Met
L45	Medication storage	L	1/1						1/1	Met
℞ L46	Med. Administration	I	2/2						2/2	Met
L49	Informed of human rights	I	2/2						2/2	Met
L50 (07/21)	Respectful Comm.	I	2/2						2/2	Met
L51	Possessions	I	2/2						2/2	Met
L52	Phone calls	I	2/2						2/2	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L53	Visitation	I	2/2						2/2	Met
L54 (07/21)	Privacy	I	2/2						2/2	Met
L55	Informed consent	I	1/1						1/1	Met
L61	Health protection in ISP	I	1/1						1/1	Met
L62	Health protection review	I	1/1						1/1	Met
L67	Money mgmt. plan	I	0/1						0/1	Not Met (0 %)
L70	Charges for care calc.	I	0/2						0/2	Not Met (0 %)
L71	Charges for care appeal	I	2/2						2/2	Met
L77	Unique needs training	I	2/2						2/2	Met
L80	Symptoms of illness	L	1/1						1/1	Met
L81	Medical emergency	L	1/1						1/1	Met
L82	Medication admin.	L	1/1						1/1	Met
L84	Health protect. Training	I	1/1						1/1	Met
L85	Supervision	L	1/1						1/1	Met
L86	Required assessments	I	2/2						2/2	Met

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L87	Support strategies	I	2/2						2/2	Met
L88	Strategies implemented	I	2/2						2/2	Met
L90	Personal space/bedroom privacy	I	2/2						2/2	Met
L91	Incident management	L	1/1						1/1	Met
L93 (05/22)	Emergency back-up plans	I	2/2						2/2	Met
L94 (05/22)	Assistive technology	I	2/2						2/2	Met
L96 (05/22)	Staff training in devices and applications	I	1/1						1/1	Met
#Std. Met/# 68 Indicator									66/68	
Total Score									72/75	
									96.00%	

Employment and Day Supports:

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	5/5		7/7	12/12	Met
L5	Safety Plan	L			1/1	1/1	Met
℞ L6	Evacuation	L			1/1	1/1	Met
L7	Fire Drills	L			1/1	1/1	Met
L8	Emergency Fact Sheets	I	5/5		7/7	12/12	Met
L9 (07/21)	Safe use of equipment	I	5/5		1/7	6/12	Not Met (50.0 %)
L10	Reduce risk interventions	I	1/1		1/1	2/2	Met
℞ L11	Required inspections	L			1/1	1/1	Met
℞ L12	Smoke detectors	L			1/1	1/1	Met
℞ L13	Clean location	L			1/1	1/1	Met
L14	Site in good repair	L			1/1	1/1	Met
L15	Hot water	L			0/1	0/1	Not Met (0 %)
L16	Accessibility	L			0/1	0/1	Not Met (0 %)
L17	Egress at grade	L			1/1	1/1	Met
L20	Exit doors	L			1/1	1/1	Met
L21	Safe electrical equipment	L			1/1	1/1	Met
L22	Well-maintained appliances	L			1/1	1/1	Met
L25	Dangerous substances	L			1/1	1/1	Met
L26	Walkway safety	L			1/1	1/1	Met
L28	Flammables	L			1/1	1/1	Met
L29	Rubbish/combustibles	L			1/1	1/1	Met
L31	Communication method	I	5/5		7/7	12/12	Met
L32	Verbal & written	I	5/5		7/7	12/12	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L37	Prompt treatment	I	5/5		7/7	12/12	Met
Ⓜ L38	Physician's orders	I			2/2	2/2	Met
L39	Dietary requirements	I			0/1	0/1	Not Met (0 %)
L44	MAP registration	L			1/1	1/1	Met
L45	Medication storage	L			1/1	1/1	Met
Ⓜ L46	Med. Administration	I			2/2	2/2	Met
L49	Informed of human rights	I	5/5		7/7	12/12	Met
L50 (07/21)	Respectful Comm.	I	5/5		7/7	12/12	Met
L51	Possessions	I	5/5		7/7	12/12	Met
L52	Phone calls	I	5/5		7/7	12/12	Met
L54 (07/21)	Privacy	I	5/5		7/7	12/12	Met
L56	Restrictive practices	I	0/1		0/1	0/2	Not Met (0 %)
L63	Med. treatment plan form	I			1/1	1/1	Met
L64	Med. treatment plan rev.	I			0/1	0/1	Not Met (0 %)
L67	Money mgmt. plan	I	1/1		0/1	1/2	Not Met (50.0 %)
L72	DOL requirements	I			1/1	1/1	Met
L77	Unique needs training	I	3/3		6/7	9/10	Met (90.0 %)
L78	Restrictive Int. Training	L			1/1	1/1	Met
L80	Symptoms of illness	L			1/1	1/1	Met
L81	Medical emergency	L			1/1	1/1	Met
Ⓜ L82	Medication admin.	L			1/1	1/1	Met
L85	Supervision	L			1/1	1/1	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L86	Required assessments	I	6/6		6/6	12/12	Met
L87	Support strategies	I	6/6		5/6	11/12	Met (91.67 %)
L88	Strategies implemented	I	6/6		7/7	13/13	Met
L91	Incident management	L			0/1	0/1	Not Met (0 %)
L93 (05/22)	Emergency back-up plans	I	5/5		7/7	12/12	Met
L94 (05/22)	Assistive technology	I	4/5		4/7	8/12	Not Met (66.67 %)
L96 (05/22)	Staff training in devices and applications	I	2/2			2/2	Met
#Std. Met/# 52 Indicator						43/52	
Total Score						50/60	
						83.33%	

MASTER SCORE SHEET CERTIFICATION

Certification - Planning and Quality Management

Indicator #	Indicator	Met/Rated	Rating
C1	Provider data collection	1/1	Met
C2	Data analysis	1/1	Met
C3	Service satisfaction	1/1	Met
C4	Utilizes input from stakeholders	1/1	Met
C5	Measure progress	1/1	Met
C6	Future directions planning	1/1	Met

Residential Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	0/2	Not Met (0 %)
C8	Family/guardian communication	2/2	Met

Residential Services

Indicator #	Indicator	Met/Rated	Rating
C9	Personal relationships	0/2	Not Met (0 %)
C10	Social skill development	2/2	Met
C11	Get together w/family & friends	2/2	Met
C12	Intimacy	2/2	Met
C13	Skills to maximize independence	2/2	Met
C14	Choices in routines & schedules	2/2	Met
C15	Personalize living space	1/1	Met
C16	Explore interests	2/2	Met
C17	Community activities	2/2	Met
C18	Purchase personal belongings	2/2	Met
C19	Knowledgeable decisions	2/2	Met
C46	Use of generic resources	2/2	Met
C47	Transportation to/ from community	2/2	Met
C48	Neighborhood connections	2/2	Met
C49	Physical setting is consistent	1/1	Met
C51	Ongoing satisfaction with services/ supports	2/2	Met
C52	Leisure activities and free-time choices /control	2/2	Met
C53	Food/ dining choices	2/2	Met

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	0/7	Not Met (0 %)
C8	Family/guardian communication	7/7	Met
C13	Skills to maximize independence	7/7	Met
C37	Interpersonal skills for work	4/4	Met
C38 (07/21)	Habilitative & behavioral goals	1/1	Met
C39 (07/21)	Support needs for employment	1/1	Met
C40	Community involvement interest	7/7	Met
C41	Activities participation	7/7	Met
C42	Connection to others	7/7	Met

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C43	Maintain & enhance relationship	7/7	Met
C44	Job exploration	5/5	Met
C45	Revisit decisions	7/7	Met
C46	Use of generic resources	7/7	Met
C47	Transportation to/ from community	7/7	Met
C51	Ongoing satisfaction with services/ supports	7/7	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	1/6	Not Met (16.67 %)
C8	Family/guardian communication	6/6	Met
C22	Explore job interests	1/1	Met
C23	Assess skills & training needs	1/1	Met
C24	Job goals & support needs plan	1/1	Met
C25	Skill development	2/2	Met
C26	Benefits analysis	0/5	Not Met (0 %)
C27	Job benefit education	2/2	Met
C28	Relationships w/businesses	1/1	Met
C29	Support to obtain employment	2/2	Met
C30	Work in integrated settings	6/6	Met
C31	Job accommodations	6/6	Met
C32	At least minimum wages earned	6/6	Met
C33	Employee benefits explained	5/6	Met (83.33 %)
C34	Support to promote success	6/6	Met
C35	Feedback on job performance	5/6	Met (83.33 %)
C36	Supports to enhance retention	6/6	Met
C37	Interpersonal skills for work	6/6	Met
C47	Transportation to/ from community	6/6	Met
C50	Involvement/ part of the Workplace culture	6/6	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C51	Ongoing satisfaction with services/ supports	6/6	Met